



POSITION DESCRIPTION

Position Title: Administrative Assistant	Status: Exempt, Full-Time
Reports To: CEO	Location: Dunwoody, GA
Position Summary: We are seeking a highly organized and detail-oriented Administrative Assistant to support the CEO and overall operations of BPBMA. This role is essential in ensuring smooth day-to-day administrative functions, assisting with marketing and events, handling financial transactions, overseeing CRM and communication technology, and maintaining efficient office operations.	
Supervisory Responsibility: None	
Essential Job Duties and Responsibilities: Administrative Support: ▪ Answer and manage phone calls, voicemails, and general inquiries, providing excellent customer service to donors, volunteers, community partners, and the public. ▪ Serve as the primary administrator for the organization's phone system, including managing extensions, voicemail setup, call routing, and troubleshooting basic system issues in coordination with the service provider. ▪ Greet visitors and create a welcoming, professional office environment. ▪ Sort and distribute incoming mail; manage outgoing correspondence. ▪ Maintain office supplies and ensure the workspace is organized, efficient, and well-stocked. ▪ Assist with scheduling meetings, preparing materials, and coordinating meeting logistics. ▪ Serve as the primary administrator for the organization's Customer Relationship Management (CRM) system, maintaining accurate constituent records, processing data entry, ensuring data integrity, generating reports, and supporting staff with CRM-related functions. ▪ Ensure office facilities, equipment, and administrative systems are sufficient to accomplish the organization's mission and objectives. ▪ Work with the CEO and/or VP of Operations to prepare and present operational updates at Board of Directors' meetings, as requested. ▪ Collaborate with staff and Board committees to support the organization's strategic goals and operational initiatives. Financial & Data Entry Support: ▪ Perform data entry in QuickBooks, including processing invoices and tracking expenses. ▪ Prepare and make bank deposits as needed. ▪ Assist with donor acknowledgment letters and financial reporting as directed. Marketing & Events Support: ▪ Assist in creating and distributing marketing materials, newsletters, and social media content. ▪ Support planning and execution of fundraising events and corporate packing events.	

- Maintain donor and volunteer databases, ensuring accurate record-keeping.

Minimum Requirements:

- Previous experience in administrative support, and nonprofit experience a plus.
- Strong organizational skills with attention to detail and ability to multitask.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint), Google Drive/Docs, QuickBooks, and a CRM platform.
- Excellent verbal and written communication skills.
- Ability to work independently and as part of a team.
- Passion for the organization's mission and a commitment to making a positive impact in the community
- In-office position

Essential Physical Requirements:

The essential physical requirements described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing this job, the employee is regularly required to:

- Sit and stand for periods
- Able to lift and carry up to 25 pounds

Education and/or Experience:

- High School Diploma or GED
- At least 2 years of experience in administrative office work

Standards of Performance

- **Corporate Culture** - Understand and embrace the organization's mission, vision, and goals
- **Communication** - Demonstrate accurate, clear, concise, and courteous internal/external verbal and written communication and presentations; demonstrate sound listening skills; represent Backpack Buddies of Metro Atlanta well in the community
- **Quality of Work** - Demonstrate accurate, neat, and thorough work; infrequent errors that have minimal or no negative impact on Backpack Buddies of Metro Atlanta
- **Quantity of Work** - Demonstrate sound work habits; work output and timeliness positively impact Backpack Buddies' overall performance
- **Dependability** - Complete assignments and meet deadlines; punctual and infrequent unplanned absences
- **Interpersonal Skills** - Maintain a positive and cooperative attitude; work harmoniously with others; demonstrate effective conflict resolution and welcome constructive feedback
- **Initiative** - Work independently, problem solve, identify cost efficiencies, assume additional responsibility, and offer support and assistance to others as appropriate
- **Adaptability** - Demonstrate flexibility and adaptability to changing priorities
- **Decision Making** - Demonstrate logical and sound judgment; ensure decisions are made at the appropriate level of authority
- **Ethics** - Adhere to Standards of Business Conduct; Demonstrate sound ethical principles in all situations; Comply with all food standards
- **Safety** - Always adhere to safety standards

Position Description Acknowledgment
My signature indicates I have read my position description and fully understand the expectations of the job. Although Backpack Buddies of Metro Atlanta has attempted to describe the functions of this position accurately and thoroughly, I understand Backpack Buddies of Metro Atlanta reserves the right to change, add to, or subtract from the functions stated herein at any time, as dictated by business need.
Employee Signature _____ Date _____
CEO Signature _____ Date _____